

GRIEVANCE POLICY

General Grievances

For matters other than a final grade appeal that a student wishes to address formally with the University, these steps are to be followed.

Steps	*Time Frame
1- The student contacts the Campus Director either in person or via email stating the concern as clearly, specifically, and briefly as possible.	Within 10 business days
2- The Campus Director will reply by email with a decision with respect to the appeal.	Within 3 business days
3- If the student wishes to appeal the Campus Director's decision, they may appeal to the Provost by email.	Within 3 business days
4- The Provost will reply to the student by email with a decision with respect to the appeal.	Within 3 business days
5- If the student wishes to appeal the Provost's decision, they may appeal to the CEO by email.	Within 3 business days
6- The CEO will reply by email with a final decision with respect to the appeal. The CEO's decision is final unless the appeal affects the UoR award. In this case, the students will have the right to go through the UoR appeal system.	Within 3 business days

***Time Frame:** depending on the complexity of the issue and staff availability to respond, the response times from University personnel may vary. All efforts will be made to resolve general grievances within 21 days of notification from the student.

Exception Processing for General Grievances

If the grievance involves the Campus Director, then the student shall appeal directly with the University CEO either in person or by email.

It is the policy of Schiller International University to provide an appropriate grievance policy and procedures to every student. Every campus has an Academic Committee to deal with grievances and questions of misconduct in the academic area and a Rules Committee to deal with grievance questions of misconduct in the social area.

Both Committees provide the student with a procedural due process. This includes adequate notice of the allegations against them; the right to present their case, and any supporting evidence; and an impartial decision by the respective committee. In the event that the remedy imposed by the respective committee is exclusion from the University, the student has the right to present their case personally to the University Provost, who may confirm the decision of the committee or return the case to the committee for further consideration.



In all other grievance matters, the student may present their grievance to the Campus Director if it relates to a Campus issue, to the University Provost if it relates to an academic issue, or to the University CEO if it relates to the Campus Director or the Provost. The Campus Director and/or University Provost will provide the student with an opportunity to present their case, present any evidence, and shall, at the student's request, provide a decision in writing.

Students may also contact the:

Accrediting Commission of Career Schools and Colleges (ACCSC)
2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201
Telephone: (703) 247-4212

Students attending the Tampa, Florida Campus may contact the:

Commission for Independent Education (CIE)
325 West Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
Toll-free telephone (888) 224-6684

Students completing their studies online and living in Maryland may also contact:

Maryland Higher Education Commission
6 North Liberty Street, 10th Floor, Baltimore, MD 21201
Phone 410-767-3300
collegiatecomplaint.mhec@maryland.gov
<https://onestop.md.gov/forms/student-complaints-mhec-5f74bfc0ab0f9d00fc796766>